

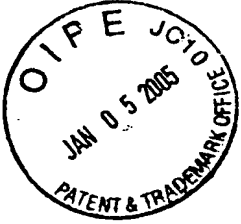
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PATENT APPLICATION
09/821,536

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Shmuel (nmi) Shaffer, et al.
Serial No. 09/821,536
Filing Date: March 28, 2001
Group Art Unit: 2661
Examiner: Joshua A. Kading
Title: **METHOD AND SYSTEM FOR LOGGING VOICE
QUALITY ISSUES FOR COMMUNICATION
CONNECTIONS**

MAIL STOP AMENDMENT
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

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Willie Jiles
Willie Jiles

RESPONSE TO EXAMINER'S ACTION

In response to the Office Action mailed November 2, 2004, Applicants respectfully request the Examiner to reconsider the claims in view of the amendments and the comments as set forth below. Please amend the Application as follows: